

EMS – Communications Measures

Description	Data contained in this table documents Austin-Travis County EMS (ATCEMS) Communications Center workload and performance.
Data Source	Data contained in this table comes from several sources: <ul style="list-style-type: none">• 911 Call Count and Grade of Service are obtained from the ECaTS reporting system provided by the Capital Area Council of Governments (CAPCOG).• Call Processing Interval is calculated using data from the department Computer-Aided Dispatch (CAD) data warehouse.• MPDS Compliance is calculated by the Advanced Quality Assurance (AQUA) system used by Communications Center personnel to assess center performance.• Performance targets are determined by ATCEMS management.
Update Frequency	Monthly
Creation Date	25 March 2016
Created By	Lynn Cohee

Columns

Column Name	Format	Description	API Field Name
Month Key	Number	Year and month for record in <yyyymm> format (e.g. 201407). This format is useful for sorting records.	month_key
Month-Year	Date time	Month-year for report. This column contains the first day of the month. It is formatted to present only month and year.	month_start_date
911 Call Count	Integer	Count of phone calls received through 911 system.	count_calls_911
Grade of Service	Percent	Percent of 911 calls answered within 10 seconds of initial ring.	percent_gos
Grade of Service Target	Percent	Performance target for percent of 911 calls answered within 10 seconds of initial ring.	percent_gos_target

Call Processing Interval	Integer	Average amount of time required to dispatch the first unit to an incident, measured from the time that the 911 call is answered. This value is reported in seconds.	average_call_processing_interval_seconds
Call Processing Interval Target	Integer	Performance target for Call Processing Interval. This value is reported in seconds.	average_call_processing_interval_target
MPDS Triage Compliance	Percent	Communications Center compliance with Medical Priority Dispatch System (MPDS) standards.	percentage_triage_compliance_mpd
MPDS Triage Compliance Target	Percent	Performance target for compliance with Medical Priority Dispatch System (MPDS) standards.	percentage_triage_compliance_mpd_target

Edit History

Edited By:	Edit Date	Edit Description
David Andersen	25 March 2016	Final release of initial metadata reference.